



ABP Corporate Policy

Customer Service Policy

This policy supports the ABP's commitment to customer service by listing the expected service standards when responding to individuals in person or via telephone, email, or other electronic media.

CUSTOMER SERVICE COMMITMENT

During interactions with the ABP staff, individuals can expect to:

- Be acknowledged appropriately;
- Be treated courteously and respectfully;
- Receive the same high standard of service regardless of race, color, ethnicity, national origin, disability, age, gender, gender identity, sexual orientation, pregnancy status, family structure, religion, marital status, medical history/genetic information, socioeconomic status, or veteran status;
- Receive a response to support emails and calls within two (2) business days. Some inquiries may take longer to resolve depending upon the complexity of the request;
- Receive knowledgeable service;
- Have their privacy and confidentiality respected; and
- Have their perspective considered.